

Job Description

Job Title **Front of House Assistant**

Department **Commercial**

Reporting to **Retail Manager**

Summary

The Front of House Assistant is the first point of contact for all our visitors, so it is imperative they deliver excellent customer service by providing a friendly, efficient and informative welcome.

Job Role

- To provide exceptional customer service by offering a warm welcome and fond farewell to visitors
- Process ticket purchases in an efficient and prompt manner
- Provide information and assistance to visitors, identifying individual needs and assisting where possible
- To actively sell the Museum guidebook as well as encouraging sales of other Museum products and services
- To accurately record details supplied by our visitors for Gift Aid
- Process retail sales in an efficient and prompt manner
- Provide assistance with pricing of retail stock and replenishing merchandise
- To keep up to date and be fully aware of retail merchandise and current Museum exhibitions in order to assist visitors
- To maintain excellent standards of personal appearance
- Carry out any other tasks that may be assigned to you in line with this role

Competencies

Essential

- Previous experience of working in a busy customer facing environment
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills
- Conscientious, enthusiastic and motivated
- Ability to work as a member of a team, and to use your own initiative
- Cash handling skills
- Excellent organisational skills, with thoroughness and attention to detail